



County of San Bernardino Purchasing Department

QUESTIONS and ANSWERS

RFQ No. K21 Issued 12-09-08

Keycard Access Control Systems Services and Products

Ques. #1 How detailed would like for the scope of the Maintenance Contract for parts, batteries and labor?

Ans. #1 Provide all information as it pertains to the levels of maintenance you provide for each.

Ques. #2 Would you like a full maintenance contract covering all of the above?

Ans. #2 Provide a very detailed explanation as to what is covered in the maintenance contract type; full or partial. Additionally, explain all warranty periods and at what stage a maintenance contract would be required.

Ques. #3 Is there a specific level of certification on the Kantech software? Global or Corporate?

Ans. #3 Provide all information as to the ability to provide any level of Kantech service support.

Ques. #4 On page 16 of 27 in the RF, Item # 7 **Vendor's Financial Capability**, Paragraph B says "Alternatively". Can we submit A or B?

Ans. #4 Yes

For further information call:
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